

ENERGY ASSISTANCE PROGRAM FACT SHEET**What is the Energy Assistance Program?**

The Energy Assistance Program is made up of three components:

Fuel Assistance	component helps eligible households with the costs of heating their homes.
Crisis Assistance	component helps households in heating emergency situations with primary heat security deposits, utility heating bills, repair/replacement of heating equipment, primary heating fuel or emergency shelter
Cooling Assistance	component helps with cooling equipment purchases or repairs and also with the electric bill.

Who is eligible for the Energy Assistance Program?

In order to be eligible for any of the components a household's **income must be less than the maximum** allowed for the number of people in the home. Other requirements are as follows:

Fuel Assistance	You must be responsible for paying the heating bill.
Crisis Assistance	You must have a heating emergency.
Cooling Assistance	You must have or be in need of cooling equipment and there must be an elderly person, disabled person or a child under 6 living in the home.

When is Energy Assistance Available?

Applications are accepted at the local department of social services as follows:

Fuel Assistance	the second Tuesday in October through the second Friday in November.
Crisis Assistance	November 1 through March 15.
Cooling Assistance	June 15 through August 15.

ALL BENEFITS ARE BASED ON AVAILABILITY OF FUNDS.

How long will it take to process my application?

Fuel Assistance	as soon as possible but no later than mid December.
Crisis Assistance	as soon as all requested information is provided.
Cooling Assistance	as soon as all requested information is provided.

What if I'm dissatisfied?

You may request an agency conference to discuss any action with which you disagree. You may also request an administrative hearing by the State Department of Social Services when funds are available and your application is denied, or you are refused the right to apply during the application period, or your application is not acted on or is closed prior to benefit determination. A hearing must be requested within 30 days of the negative action.

The hearing request may be submitted to the local agency or to:

Manager, Appeals and Fair Hearings
State Department of Social Services
7 North 8th Street
Richmond, VA 23219

**INSTRUCTIONS FOR
ENERGY ASSISTANCE PROGRAM FACT SHEET**

FORM NUMBER - 032-01-914/16 (06/04)

PURPOSE OF FORM - To provide answers to commonly asked questions on the program.

USE OF FORM - To be given to each walk in applicant or anyone inquiring on the program.

NUMBER OF COPIES - Original.